

## ***Keeping Their Cool in a Hot Situation***

### **Mike Cain, Anthony Dockett, Keith Gross and Billy Gottlied**

When the heat is on, our DGS Employees of the Week keep their cool. Back in June, DGS acquired the Joseph D. Carter Multi-Service Center in Leonardtown, taking over operation, maintenance and security for the facility. Senior maintenance mechanics Anthony Dockett and Keith Gross were hired and the Multi-Service Center was added to regional manager Mike Cain's portfolio. The team focused on ensuring a smooth transition to DGS oversight. So, when the trio was faced with an air conditioning system failure in the midst of a blistering July heat wave, they swung into action. They also called on Hyattsville Multi-Service Center maintenance supervisor Billy Gottlied for back-up.



**(from left to right) Keith Gross, Anthony Dockett, Billy Gottlied, Mike Cain**

As the workweek began on Monday, July 15<sup>th</sup>, temperatures soared into triple digits and the building's cooling system struggled to meet the increased demand. Mike, Anthony and Keith brought in spot coolers to keep tenants comfortable. They also ran cold water over the coils on the system's rooftop units. But by Friday afternoon, some office temperatures reached 80 degrees. That's when they developed a game plan for the weekend – and drafted Billy.

They each took shifts, making sure at least one of them was on-site to monitor the building from 6 a.m. to 9 p.m. Saturday and Sunday. To track down the source of the problem, they performed basic maintenance by cleaning the air unit coils, as well as changing filters and fuses. By Monday morning the system was running smoothly, and best of all there were no complaints from any of the 212 tenants in the building.

While the team went above and beyond the call of duty by working through a hot July weekend to resolve the issue, they say they were just doing their jobs.

"I have to give Mike, Billy, Anthony and Keith a lot of credit for doing anything and everything in their power to get the cooling system running properly in time for the workweek," said Barbara Bauman, superintendent of Multi-Service Center Buildings and Grounds. "They are truly an asset to DGS and the Multi-Service Centers."

Mike has been with DGS for four years and states, "Earning the trust and respect of our tenants is very important to us as we work to bring the facility in line with DGS standards." The team atmosphere Mike fosters on the job reflects how he spends his spare time – coaching his youngest son's football team. He's also proud of his two other sons who are attending college.

Anthony and Keith are both new to DGS; just joining the team in June. They say what they like most about their jobs is that they get to do a little bit of everything, and that there is never a dull moment. When he's not working, Anthony likes to fish and watch sports; his favorite team is the Washington Redskins. Keith is also an avid Redskins fan and frequents the racetrack near his home to attend drag racing events.

Billy has been with DGS for nearly four years and says he enjoys delivering great customer service and earning the gratitude of tenants for a job well done. In his spare time, Billy likes to hunt and fish, as well as play with his two kids.

DGS would like to thank Mike Cain, Anthony Dockett, Keith Gross and Billy Gottlied for ***Doing Great Service***.